

CONTACT INFORMATION

TO FIND THE AREA AGENCY ON AGING NEAREST YOU:

- ✓ call the Office of Services to the Aging
517-373-8230
- ✓ call the Eldercare Locator toll-free at
1-800-677-1116
- ✓ log on to OSA's website at
www.MiSeniors.net.

USEFUL TOLL-FREE NUMBERS

Legal Hotline for Michigan Seniors
1-800-347-5297

Medicare/Medicaid Assistance Program
1-800-803-7174

State Long Term Care Ombudsman
1-866-485-9393

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MICHIGAN OFFICE OF SERVICES TO THE AGING

State and Federal
Programs
Serving Older Citizens

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*Michigan Department
of Community Health*

MDCH

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Janet Olaszewski, Director

MISSION

The mission of the Michigan Office of Services to the Aging (OSA) is to promote independence and enhance the dignity of Michigan's older persons and their families.

STATE PLAN GOALS

Michigan's aging network assists older adults and their families by:

- working to improve the health and nutrition of older adults;
- improving access to information and services for older adults and their caregivers;
- promoting financial independence and safeguarding the economic security of vulnerable older adults;
- protecting seniors from abuse and exploitation; and,
- extending the time that elderly citizens are able to remain in their homes

COMMISSION ON SERVICES TO THE AGING (CSA)

This bipartisan Commission is comprised of members appointed by the Governor, with the advice and consent of the Senate. The Commission advises the Governor, Legislature, and OSA on matters relating to policies and programs for older persons, and promotes senior citizen interests with federal and state governments and within communities. It also approves funds for services administered under the federal Older Americans Act and the Older Michiganians Act.

Division, to identify strategies to prevent and delay the complications of chronic disease.

Transportation

OSA promotes older adult mobility and traffic safety by working in partnership with the Governor's Traffic Safety Advisory Committee, Office of Highway Safety Planning, Department of Transportation, and other state and local agencies. OSA advocates on behalf of older adults for:

- driver improvement programs;
- elder friendly highway designs;
- senior-oriented transportation programs; and,
- fair and equitable license re-evaluation programs.

SENIOR SAFETY AND INDEPENDENCE

Alternatives to Guardianship

OSA works collaboratively with many stakeholders to improve services to people who need help making life decisions. The central effort is to ensure that the public is educated about alternatives to guardianship, as well as helping to develop new resources, such as caregiver mediation. When guardianship is absolutely necessary, OSA provides leadership to ensure that guardians are trained and adhere to quality standards of practice.

TRIADS

OSA promotes TRIADS, a county-based collaborative of law enforcement, seniors, and community advocates working to reduce victimization of vulnerable adults. OSA underwrites a TRIAD newsletter and “Safe, Sound, and Secure” mini-conferences.

Gatekeeper Program

The Gatekeeper Program is a cooperative initiative of the area agencies on aging, service providers and businesses throughout Michigan. Company employees identify older adult customers in distress and seek appropriate assistance from the aging network.

Emergency Management

During emergencies, OSA works with the Michigan State Police State Emergency Operations Center to help coordinate available state resources. OSA also provides guidance to area agencies on aging assisting older adults affected by emergencies.

Chronic Illness

Although the risk of disease and disability increases with advancing age, chronic diseases are not an inevitable consequence of aging. OSA works with the Department of Community Health, Chronic Disease and Injury Control

STATE ADVISORY COUNCIL ON AGING (SAC)

The 40-member Advisory Council, appointed by the CSA, studies aging issues and recommends policy to the Commission.

AREA AGENCIES ON AGING (AAAs)

OSA contracts with 16 area agencies on aging – regional planning and administrative agencies – to plan and provide needed services to seniors in specified geographic regions of the state. AAAs, in turn, contract with community agencies to deliver services to seniors at the local level.

COMMUNITY SERVICES PROGRAMS

The Office of Services to the Aging and the aging network receive federal, state and local funding for a variety of services for older adults which may include help with locating housing, counseling, legal aid, transportation, health promotion, assistance with household chores, personal care, adult day services and home health aides. For information about services available in your community, contact your AAA or local senior center.

CAREGIVER RESPITE PROGRAM

The Caregiver Respite Program provides adult day and respite services to eligible individuals 18 years of age and older and their caregivers. Respite-related transportation, including transportation to medical appointments and for shopping assistance, is also available in some communities. Recipients with incomes above 150 percent of the federal poverty level share in the cost of services through sliding fee scales.

SENIOR EMPLOYMENT PROGRAM (SCSEP)

The Senior Community Services Employment Program provides part-time work experience and training to low-income older persons aged 55 and older. SCSEP training assignments are made to local non-profit agencies serving the general community or the elderly. Through work experience and training, program participants become better equipped to transition into unsubsidized, private employment. The program serves approximately 600 individuals each year through 410 subsidized positions. The program has an annual goal of placing at least 20% of total participants in unsubsidized employment.

CARE MANAGEMENT PROGRAM

The Care Management Program locates, mobilizes and coordinates a variety of home care and other services needed by frail elderly persons aged 60 and older at risk of nursing facility placement. An assessment is performed to identify needs, and available services are coordinated to support family caregivers and assist individuals to remain independent in their homes.

LEGAL SERVICES PROGRAMS

Legal assistance programs provide, at minimum, advice and counsel, direct representation, and legal education. Services are available to persons aged 60 and older, with priority given to those who are economically or socially needy. There are no income eligibility guidelines or fees charged for services, however, donations are accepted. To find the nearest senior legal services program serving your area, contact your local AAA, the **Elder Care Locator toll-free at 1-800-677-1116**, or the **Legal Hotline for Michigan Seniors toll-free at 1-800-347-5297**.

assistants, home health aides, and home help workers) employed across the full spectrum of long term care settings. Through the Health Care Worker Recruitment and Retention Project, direct care workers were surveyed on factors affecting their decisions to remain in or leave long term care. Based on this research, The Michigan Direct Care Workforce Initiative Advisory (MDCWI) Panel and MDCWI Coalition will make recommendations to key stakeholders for improving the recruitment and retention of direct care workers.

Direct Care Workers Recruitment and Retention

In partnership with the Community Services Network of Michigan (CSNM), OSA works on promoting collaborative relationships to improve the recruitment and retention of direct care workers in northern lower Michigan. Through this project, CSNM conducted a client needs assessment that identified training priorities for direct care workers. Dementia, communication, difficult behaviors and problem-solving when caring for those with dementia, stress and time management were cited as important training topics.

Nursing Home Quality Initiative (NHQI)

OSA serves as an advisor, with other leaders in the long term care community, on the Nursing Home Quality Initiative (NHQI) Steering Committee. This committee advises MPRO, Michigan's Quality Improvement Organization (formerly the Michigan Peer Review Organization) on the federally-funded Nursing Home Quality Initiative to improve quality measure scores and quality of care for long term care residents. This project involves 64 nursing homes that volunteered to work on making improvements and sustainable change.

Greenhouses provide:

- a nursing home level of care in a small, warm, smart and green ten-person setting;
- frail older adults with an environment that promotes autonomy, dignity, privacy and choice; and,
- an exciting and meaningful work experience for those who care for them.

Following the pioneering work of Dr. Bill Thomas, founder of the Eden Alternative™, OSA is beginning work on his “Eldertopia” concept in which elderhood is acknowledged as an honorable and meaningful stage of life with specific work to be done. This will mean reframing how older people are viewed, and how social and health care policy is designed and delivered.

Coalition to Keep Michigan Warm

OSA collaborates with the Public Service Commission, Family Independence Agency, and local utility companies to help seniors obtain financial assistance with their utility bills. Because of this collaboration, OSA was able to develop a program in conjunction with The Heat and Warmth Fund (THAW) and Community Action programs to assist seniors with their utility bills during the winter months.

Developmental Disability Council

OSA partners with the Developmental Disability Council to advocate and support citizens with developmental disabilities to achieve life goals. In working with the Council, OSA strives toward a common agenda among people with disabilities and the aging network.

Direct Care Workers

OSA works with advocates, consumers, providers, government representatives, BEAM, and Michigan State University to establish and sustain a well-trained and committed direct care workforce (nurse aides, certified nursing

LONG TERM CARE OMBUDSMAN PROGRAM (SLTCOP)

OSA is home to the State Long Term Care Ombudsman Program. The SLTCOP assists residents of nursing homes, homes for the aged, and adult foster care homes with concerns/problems with care and services in those settings. The SLTCOP is also responsible for coordination and training of eight local Ombudsman offices around the state, and for maintaining up-to-date information for consumers served through these local offices. The State Ombudsman participates in public policy-making by providing resident points of view to legislators and state officials. **The toll-free number is 1-866-485-9393.**

MEDICARE/MEDICAID ASSISTANCE PROGRAM (MMAP)

This statewide program serves people aged 65 and older and those who are on Medicare due to disability and their families. It provides free health benefits counseling and assistance on Medicare, managed care, Medicare+Choice, Medigap insurance, Medicaid, Medicare fraud and abuse, long term care insurance, and prescription drug programs. Counselors at local agencies provide information about benefits, comparative information about insurance products and managed care plans, and assist with claims, denials of services and other health benefit problems. **For program information, the toll free number is 1-800-803-7174.**

NUTRITION PROGRAM

This program provides hot meals and supportive services, such as nutrition education, at more than 700 locations in Michigan. The meals are nutritionally sound, low in sugar and salt, and are served daily in group settings. Home delivered meals are also available for those who are homebound without friends or

family to assist with meal preparation. In some areas of the state, both types of meals are available seven days a week. In most areas, however, meals are available in group settings on weekdays only. Home delivered meals reach tens of thousands of seniors daily.

VOLUNTEER PROGRAMS

Retired and Senior Volunteer Program (RSVP)

The Retired and Senior Volunteer Program sponsors persons aged 55 and older to work in all areas of local communities, with thousands of volunteers serving in schools, hospitals, senior centers, self-help, and other programs. RSVP volunteers also work with law enforcement to protect seniors from scams; with environmental agencies to beautify communities and protect the water supply; and with schools to improve literacy. There are no income restrictions placed on volunteers.

Foster Grandparent Program (FGP)

Foster Grandparents establish one-on-one relationships with young people in need of personal attention and special help. They serve their communities in schools, Head Start programs, hospitals, day care centers, drop-in centers, and domestic violence shelters. Volunteers serve 20 hours per week, and must be below a specific income level to participate. Foster Grandparents are paid a small non-taxable stipend, and are provided a daily meal, insurance, annual medical exam, and transportation to and from the volunteer site.

Senior Companion Program (SCP)

Senior Companion Program volunteers provide companionship and individualized assistance to adults with developmental disabilities, Alzheimer's disease, mental illness, or other special needs. They volunteer in settings such as nursing homes and individual homes, adult foster care, and

adult day care centers. Senior Companions must meet certain income guidelines, and are compensated for their service with a small tax-free stipend.

COLLABORATIVE EFFORTS

OSA is also involved in collaborative program development efforts benefiting older adults and their families.

Elder Justice/Abuse Task Force

A new initiative establishes the Elder Justice/Abuse Task Force with a goal of strengthening protection of vulnerable older adults at risk of physical abuse, neglect, and financial exploitation. OSA will lead this effort in finding ways to use the full strength of the law to crack down on those taking advantage of older citizens. Key partners in this effort will be prosecutors, Family Independence Agency, law enforcement, and human services professionals. The Task Force will serve as the focal point for guiding improvements in Michigan's system of prevention and protection of vulnerable older adults. It will be active for up to three years, from its appointment in 2004, to ensure implementation of its recommendations, adoption of new policies and practices, and passage of improved statutes.

BEAM and the Eden Alternative™

Through work with BEAM (Bringing the Eden Alternative to Michigan), OSA continues to promote culture change in long term care facilities through adoption of the Eden Alternative™ and other best practices that improve life quality for both residents and workers. Currently there are 30 Eden registered homes in Michigan, and many more in the transformation process. OSA is working with long term care providers, the Department of Community Health, and BEAM, to promote development of Michigan's first Greenhouses.